

METHOD AND SYSTEMS FOR WIRELESS COMMUNICATION FOR A FIELD SERVICE SYSTEM

Abstract of the Disclosure

A mobile field service system comprises a service center which is connected to the office of a field service organization and number of customers of the field service organization via the Internet or another computer network. The service center is also connected to the mobile systems of technicians who work for the field service organization by a mobile communications system such as a wireless Internet service provider. Information regarding problems which require a service call are sent from the customers to the service center, where work orders are automatically generated based on the problem submitted and information stored within the service center system regarding that particular client and his site. This work order is dispatched to an available technician, who receives the work order from the service center via the wireless network. The technician then proceeds directly to the job site to perform the work on the work order and perform the necessary diagnostic and repair steps. Information to guide the technician is available via the mobile technician system. A message queue is used on each system in order to increase the reliability of communications between the systems. By using such a queue, messages will not be lost and the communications can be made transparent to the user of the remote system.

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